

# Elavon VX-670 Series User Guide



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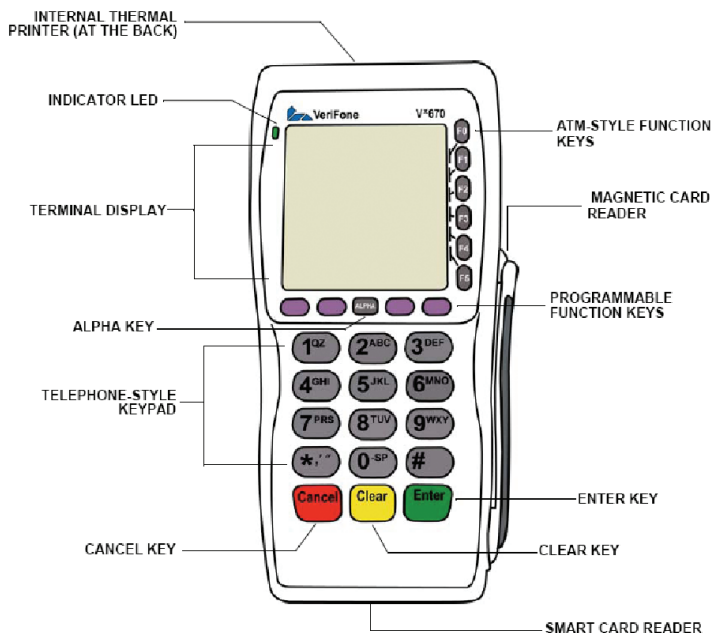
## 1.0 Introduction

### The Vx 670 Portable and Mobile Terminal

This manual covers the Vx 670 Gprs (mobile) device and Vx 670 Bluetooth (Portable) device. The Gprs terminal communicates on any of the major mobile networks. The Bluetooth terminal communicates over a pstn line or Lan connection. Although the terminal can communicate in these various formats the software that controls the terminal is designed in the same way. The result is all versions of the Vx 670 terminal performing transactions, reports etc in exactly the same way.

### Terminal Features

The illustration below highlights the features of the terminal. The descriptions are detailed below to help you navigate your way around and there will be references to various buttons on this terminal throughout the manual. Please note that the chip card insertion slot can be found at the front of the terminal and the multi-directional magnetic card reader is located on the right hand side of the device.



## 1.1 Using Your Terminal

At this point you will need to refer to the Quick Installation Guide which will have been included with this manual and the terminal. This document will guide you through setting up the device. Once this has been successfully completed you will be ready to start using the terminal

### Transaction Types

Your terminal supports Credit and Debit card transactions and the software will be configured to support some or all of the following;

- 1. Sale. Chip, Pin and Swiped**
- 2. Refund. Chip and Swiped**
- 3. Customer Not Present. (CNP)**
- 4. Reversals**
- 5. Referrals**
- 6. DCC. Direct Currency Conversion. Optional**
- 7. Sale + Cash. Optional**
- 8. Restaurant Mode. Gratuities**
- 9. Hotel Mode. Pre-Authorisation and Completion**

### Terminal Modes of Operation – Terminal Mode and Host Mode

Your terminal will be configured to operate in one of two ways.

One is Terminal Mode. This is where the terminal will not go online and authorise its transactions whenever possible. The terminal then stores these transactions in its memory and pushes them to the bank in one batch at the end of the business day. This is done via the End of Day procedure described in section 1.16.

The second is Host mode. This is where the terminal goes online and authorises with the majority of its transactions. Of course due to the nature of some transactions there will always be some data stored within the terminal and this too will be sent to the bank via the End of Day procedure.

### Card Acceptance

Your terminal will be able to accept the following cards;



Please note that not all these cards are set up within the standard Issuer set. The American Express and Diners Club Card have to be requested.

## 1.2 Main Menu

The terminal can be configured to operate in a number of different environments, namely general retail, in restaurants or hotels. The main menu varies depending on which environment your terminal is installed.



The ▲▼ icon indicates that you can scroll up and down through the terminal's menus.

Use the circled function buttons to scroll.

The left button allows you to scroll up to the previous menu.

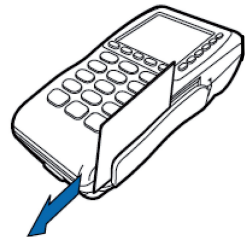
The right button allows you to scroll down to the next menu.

To select a displayed function, press the corresponding function key, e.g. F1 for Sale.

## 1.3 Swiping a Magnetic Card

To read a magnetic card, you should swipe it from back to front with the magnetic stripe facing inwards.

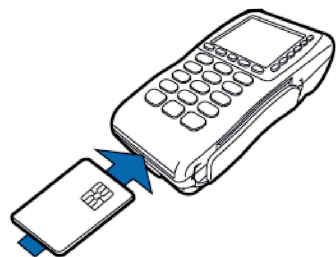
Maintain a steady speed as you swipe the card in a single smooth pass through the reader.



## 1.4 Inserting a Chip Card

To read a chip card, simply insert the card in the reader on the front of the terminal, as shown.

Please make sure that the chip is facing upwards.



## 1.5 Training Mode

The terminal has a training mode which allows members of staff to be trained without impacting the normal business of the terminal.

**Note that any transactions performed whilst the terminal is in training mode have no financial impact and do not affect the terminal's totals.**

Before using the terminal for live transactions we advise that you take 5 minutes to familiarise yourself by processing some transactions in Training Mode. Please follow the instructions below to switch the terminal in and out of Training Mode.

### Turn Training Mode On



From the idle screen, scroll to the next menu by pressing the circled function key.

Note that the idle screen may vary slightly from that shown if the terminal is deployed in a hotel or restaurant environment.



Select the **Terminal** Option by pressing the adjacent function key.



Select the **Train Mode** option by pressing the adjacent function key..



Enter the Manager Password of 9999 and press the Enter key.



Press the F button on the right hand side of the terminal next to the ☒ symbol if you wish to switch to training mode.

Press the ☐ button if you do **not** wish to switch to training mode.



Note that the top line of the display clearly indicates that the terminal is in training mode

Now that Training Mode is switched on it is possible to conduct Sale, Refund and other transactions with no financial impact. Refer to the following sections for details of the transactions supported in the terminal.

All transaction receipts will clearly indicate that the terminal is in **TRAINING** mode.

## Turning Training Mode Off

Follow the same steps as outlined above until you reach the following prompt.



**Once training has been completed, the terminal must be returned to normal operating mode. Any training transactions performed whilst in training mode will have NO financial impact.**

Press the ☒ button if you wish to leave training mode.

Press the ☐ button if you do **not** wish to leave training mode.



# Financial Transactions

## 1.6 Chip and Pin



You can start a Sale in one of two ways.

From the idle screen, shown to the left, you can simply insert your Chip Card in the reader. A Sale transaction will be assumed.

Alternatively select the F button on the right hand side of the terminal next to the Sale option.



If you started the sale transaction by pressing the F1 key, you will see this menu.

Insert the chip card in the reader with the chip facing upwards.



This is displayed briefly as the card reads the contents of the chip card.



The card details are shown at the top of the display.

You should now enter the transaction amount and press the ENTER key.



If cash-back is enabled for your terminal and the card type used supports cashback, you will be prompted to enter a cashback amount.

You should now enter the cashback amount and press the ENTER key.

If cashback is NOT required, simply press ENTER with a 0.00 amount.



Ask the cardholder to enter his or her PIN, and press ENTER.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy and press ENTER.

The customer copy will then be printed. Again, you will see the following animation.



Tear off the customer copy and remove the card from the terminal.

The terminal will go back to the main menu.

## Chip and PIN Sale Receipts

A DCC Sale Customer Copy is shown below. Your merchant copy is almost identical.

Elavon

Superior payment solutions

Have a nice day!

Merchant name

Merchant Address

Merchant Address

MERCHANT ID: 881002399

TERMINAL ID: 88100239906

DATE: JUL 01, 07

TIME: 12:34

BATCH: 000123

INVOICE: 990001

RRN: 9999999999

AUTH NO: XXXXXX

SALE

CREDIT VISA

AID A000000031010

\*\*\*\*\*0001

SALE AMOUNT GBP 100.00

CONVERSION RATE 11.197442

COMMISSION 0.00

EXCHANGE RATE MARK-UP 0.0

Reference Rate Provided by: BOI

FINAL AMOUNT TRANSACTION CURRENCY

DKK 1119.74

VERIFIED BY PIN

I ACCEPT THAT I HAVE BEEN OFFERED A CHOICE OF CURRENCIES FOR PAYMENT. I ACCEPT THE CONVERSION RATE & FINAL AMOUNT & THAT THE FINAL SELECTED TRANSACTION CURRENCY IS DANISH KRONE.

I ALSO ACCEPT THAT THE CHOICE OF CURRENCY IS FINAL

CUSTOMER COPY

TC:xxxxxxxxxxxxxxxxxx

Merchant greeting

Your Name and address

Your Merchant and Terminal Id's are important details when contacting the Help Desk.

Card Type details

Transaction amount in domestic currency  
Exchange Rate used  
Value of any commissions payable and any mark-up applied  
Exchange Rates provider

Final Currency Amount

Indication that the Cardholder has confirmed transaction with PIN

Customer declaration confirming acceptance of DCC terms. Note that this varies from one card type to another.

## 1.7 DCC (Direct currency Conversion) Transactions explained.

Dynamic Currency Conversion (**DCC**) is a facility of your terminal which allows an international cardholder the option of paying in their own currency, whilst allowing your account to be settled in the domestic currency. This has the benefit to the cardholder of knowing what amount they will ultimately be billed for. **The transaction will always be processed in the domestic currency.**

The terminal is updated every day with a list of supported currencies and corresponding exchange rates. DCC can only be offered to cardholders whose cards are issued in one of these currencies. Other card transactions will be performed in your own domestic currency and no DCC option will be given.

When a card is presented to the terminal, either by chip, magnetic swipe or key entry, the card number is checked to determine where it is issued. If the terminal determines that DCC is possible it will calculate the foreign currency amount from the domestic amount you enter using today's foreign exchange conversion rate for the currency in question.

The cardholder is then prompted to confirm whether they wish to proceed with the calculated foreign currency amount or in domestic currency. **Note that the consumer makes this decision and NOT the retailer on his/her behalf.**

The transaction will then be completed in the selected currency and a transaction receipt is printed. The following sections outline the typical transaction flows, showing the DCC functionality as appropriate.



You can start a Sale in one of two ways.

From the idle screen, shown to the left, you can simply insert your Chip Card in the reader. A Sale transaction will be assumed.

Alternatively select the F button on the right hand side of the terminal next to the Sale option.



If you started the sale transaction by pressing the F1 key, you will see this menu.

Insert the chip card in the reader with the chip facing upwards.



This is displayed briefly as the card reads the contents of the chip card.



The card details are shown at the top of the display.

You should now enter the transaction amount and press the ENTER key.



If cash-back is enabled for your terminal and the card type used supports cashback, you will be prompted to enter a cashback amount.

You should now enter the cashback amount and press the ENTER key.

If cashback is NOT required, simply press ENTER with a 0.00 amount.



If the card supports DCC, the terminal will offer DCC as shown. In the example, the card used was a Danish Krone card. Note that the exchange rate is shown on the top-line.

Press **F1** if the transaction is to be performed in Danish Krone.

Press **F2** if the transaction is to be performed in domestic currency, in this case GBP.

Press **F3** to print out a summary receipt, showing the cardholder the amounts and exchange rates should DCC be selected.



Ask the cardholder to enter his or her PIN, and press ENTER.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy and press ENTER.

The customer copy will then be printed. Again, you will see the following animation.



Tear off the customer copy and remove the card from the terminal.

The terminal will go back to the main menu.

## DCC Confirmation



During a transaction where DCC is a possibility, you will be prompted to confirm which currency in which to complete the transaction, as shown below.

Select the appropriate F button down the right hand side of the terminal for the currency you wish the transaction to be processed in.



You will be asked to confirm that you do not wish to perform a DCC transaction, even though it is an option.

If you wish to perform a DCC transaction, select the ☒ option by pressing F1 or F2, in which case the previous prompt is re-displayed.

If you wish the transaction to be completed in domestic currency, select the ☐ option by pressing F3 or F4. The terminal will contact the host for approval.

## Example DCC Quote Receipt

This receipt is printed if you elect to print a QUOTE during a DCC transaction. It should be given to the cardholder to confirm that he / she is happy to proceed with the transaction in his/her own currency.

***** QUOTE *****		
Merchant name		
Merchant Address		
Merchant Address		
MERCHANT ID:	881002399	
TERMINAL ID:	88100239906	
CREDIT VISA		QUOTE
AID	A000000031010	
*****0001	ICC	
DATE:	JUL 01, 07	TIME: 12:34
BATCH:	000123	INVOICE: 000000
DANISH KRONE		
-----		
SALE AMOUNT	GBP	100.00
CONVERSION RATE	11.197442	
COMMISSION	0.00	
EXCHANGE RATE MARK-UP	0.0	
Reference Rate Provided by:	BOI	
<b>FINAL AMOUNT TRANSACTION CURRENCY</b>		
DKK	1119.74	
***** QUOTE ONLY*****		

Clear Indication given that this is NOT a transaction receipt, but simply a QUOTE.

Card Type and details

Currency offered for DCC

Transaction amount in domestic currency  
Exchange Rate used  
Value of any commissions payable and any mark-up applied  
Exchange Rates provider

The transaction amount in foreign currency, should the cardholder elect to perform a DCC transaction

## 1.8 Sale – Swiped



You can start a Sale in one of two ways.

From the idle screen, shown to the left, you can simply swipe your card in the reader. A Sale transaction will be assumed.

Alternatively select Sale by pressing the F button on the right hand side of the terminal next to the Sale option.



Swipe the card in the reader with the magnetic stripe facing inwards, towards the terminal.



The card details are shown at the top of the display.

You should now enter the transaction amount and press the ENTER key.



If cash-back is enabled for your terminal and the card type used supports cashback, you will be prompted to enter a cashback amount.

You should now enter the cashback amount and press the ENTER key.

If cashback is NOT required, simply press ENTER with a 0.00 amount.





If the card supports DCC, the terminal will offer DCC as shown. In the example, the card used was a Danish Krone card. Note that the exchange rate is shown on the top-line.

Press **F1** if the transaction is to be performed in Danish Krone.

Press **F2** if the transaction is to be performed in domestic currency, in this case GBP.

Press **F3** to print out a summary receipt, showing the cardholder the amounts and exchange rates should DCC be selected.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy. The receipt will contain a signature panel, which you should ask the cardholder to sign.



Compare the signature on the back of the card with the signature on the that the receipt. If you are satisfied that it is correct, select the ☒ option by pressing F1 or F2.

Otherwise, select the ☐ option by pressing F3 or F4. In this case, the transaction will be voided.



The customer copy will then be printed. Again, you will see the following animation.





Tear off the customer copy and pass the receipt and card back to the cardholder.

The terminal will go back to the main menu.

## Swiped Sale Successful Receipt

A non-DCC Sale Merchant Copy is shown below. The customer copy is almost identical, it does not have a signature panel.

**Elavon**

Superior payment solutions

Have a nice day!

Merchant name  
Merchant Address  
Merchant Address

MERCHANT ID:	881002399		
TERMINAL ID:	88100239906		
DATE:	JUL 01, 07	TIME:	12:34
BATCH:	000123	INVOICE:	990001
RRN:	9999999999	AUTH NO:	XXXXXX

**SALE**

CREDIT VISA	
*****0001	
Expiry:	12/07

SALE AMOUNT	GBP	100.00
-------------	-----	--------

---

I ACCEPT THE CONVERSION RATE & FINAL AMOUNT  
& THAT THE FINAL SELECTED TRANSACTION  
CURRENCY IS POUND STERLING.

I have chosen not to use the MasterCard currency conversion  
process and agree that I will have no recourse against  
MasterCard concerning the currency conversion or its disclosure.

MERCHANT COPY

TC:xxxxxxxxxxxxxxxx

Merchant greeting

Your Name and address

Your Merchant and Terminal Id's are important details when contacting the Help Desk.

Card Type details

Transaction amount in domestic currency

Customer declaration confirming acceptance of DCC terms. Note that this varies from one card type to another.

## Swiped Sale Void Receipt

Elavon

Superior payment solutions

Have a nice day!

Merchant name

Merchant Address

Merchant Address

MERCHANT ID: 881002399

TERMINAL ID: 88100239906

DATE: JUL 01, 07

TIME: 12:34

BATCH: 000123

INVOICE: 990001

RRN: 9999999999

AUTH NO: XXXXXX

CREDIT VISA

VOID

\*\*\*\*\*0001

Expiry: 12/07

SALE AMOUNT

GBP

-100.00

TRANSACTION VOIDED

Merchant greeting

Your Name and address

Your Merchant and Terminal Id's are important details when contacting the Help Desk.

Card Type details

Transaction amount in domestic currency

## 1.9 Cardholder Not Present / Key Entered Sale

If the Cardholder is not present, or the card details cannot be read from the card, you will need to enter the card details using the terminal's keyboard.



Select the F button next to Sale on the right hand side of the terminal. Depending on your terminal's configuration this option could be located at various points on the terminal display.



Key enter the card details and press ENTER. As the details are entered, the number will appear in the box at the bottom of the display.

Use the yellow key to correct any mistakes.

Press ENTER to confirm the card number.



Enter the expiry date from the card and press ENTER.

You may also be prompted to enter the card Start Date in the same way



If the customer is present, select the ☒ option by pressing F2. In this case, you will be asked to enter the transaction amount and the transaction will continue as normal.

If the cardholder is NOT present, select the ☐ option by pressing F4.



This screen will be shown if the Cardholder is NOT present. Ask the cardholder to read the CVV2, i.e. security code which is the three digit code normally found on the right side of the signature panel.

Select the appropriate option of the four shown.

If the number is not available select F1 if it is available please select F2, If the number is illegible select F3. If the customer does not have a CVV2 number on their card please select F4.



If the CVV2 number is available terminal will request that it is now entered, please key in the three digits and press enter. If CVV2 number was not present, illegible or absent this step will be omitted.



You are now being requested to enter the numerical part of the customer's street address. E.g. for 23 Baker Street you would key in 23 and press enter.



Please enter the Postal Code. Once again just the numerics are required here. Press enter when complete.



Key in the amount and press enter.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.

Tear off the merchant copy.



If Customer Present was selected you will need to compare the signature on the back of the card with the signature on the that the receipt. If you are satisfied that it is correct, select the select the F2. Selecting F1 will Void the transaction.



Tear off the receipt and press enter to print the customer's receipt. The transaction is now complete.

**VeriFone strongly recommend that the CVV2 and AVS guidelines distributed by your Merchant Services Department are read and fully understood. CNP transactions due to their nature are higher in risk than Chip and Pin transactions.**

## 1.10 Referred Transactions

On occasion you will receive a response from the bank's host advising you that a referral is required and that you should call the voice authorisation centre. The following describes how to process a Referral transaction;



From the idle screen you can insert, swipe or key enter the card details. A Sale transaction will be assumed.



This is displayed briefly as the card reads the contents of the chip card.



The card details are shown at the top of the display.

You should now enter the transaction amount and press the ENTER key.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



You are advised to contact the authorisation centre.

Press ENTER to continue.



Contact the voice authorisation number.

You will be asked to provide some details for the transaction, including your merchant id. The operator will either authorise the transaction with an authorisation code or decline the transaction.

Press ☒ if the transaction is authorised or ☐ if it has been declined



The operator will have provided you with a voice authorisation code

Enter it now and press ENTER.

The transaction receipts will be printed and complete as previously described for Chip, Swiped and Keyed transactions.



## 1.11 Refund Transactions



Select the F button next to Refund on the right hand side of the terminal. Depending on your terminal's configuration this option could be located at various points on the terminal display.



Enter the card details, as appropriate, either by:

- Inserting the chip card in the reader with the chip facing upwards
- Swiping the card with the magnetic stripe facing inwards
- Key entering the card details



The card details are shown at the top of the display.

You should now enter the refund amount and press the ENTER key.



If the card supports DCC, the terminal will offer you the options of performing the refund in DCC as shown. In the example, the card used was a Danish Krone card. Note that the exchange rate is shown on the top-line. Press **F1** if the transaction is to be performed in Danish Krone.

Press **F2** if the transaction is to be performed in domestic currency, in this case GBP.

Press **F3** to print out a summary receipt, showing the cardholder the amounts and exchange rates should DCC be selected.



The refund transaction is performed offline. No connection is done to the host. The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy and press ENTER.

The customer copy will then be printed. Again, you will see the following animation.




Tear off the customer copy and remove the card from the terminal.

The terminal will go back to the main menu.

## 1.12 Voiding a Transaction

It is possible to Void (cancel) a transaction at any time however please note that the transaction has to be current in the terminal's memory, therefore only transactions processed since the last End Of Day procedure are available to Void.



The Void option will probably not be on the front screen of your terminal. You will have to scroll through the menu by pressing the second from left hand purple function button . Select the F button on the right hand side of the terminal when you can see the Void option.



You need to enter the Invoice number from the receipt that you wish to Void and press enter.



The terminal now prompts for you to confirm that you want to void the transaction selected. Select F2 for Yes or F4 for No. If no is selected the terminal will return to the main screen.



If you selected Yes in the previous step the terminal will communicate with the host and Void out the transaction and then print two receipts.


You will have now successfully Voided transaction.

## 1.13 Force Transaction

A Force transaction is a transaction that does not go online and speak with Elavon's host system, no communications are engaged. The terminal's user is asked to enter an authorisation code that they will have already obtained from the referral centre. Regardless of the transaction's value the terminal will always process Force transactions in this manner therefore the onus is on you the merchant to ensure you have a valid Auth code before completing the following process.

**If such transactions are processed without a valid Bank issued Auth code you the merchant are liable for this transaction if the card Issuer refuses to honour the transaction.**



The Force option will probably not be on the front screen of your terminal. You will have to scroll through the menu by pressing the second from left hand purple function button . Select the F button on the right hand side of the terminal when you can see the Force option.



Please Insert, Swipe or Key in the card details.



Please key in the amount and press enter.



The terminal now requests that the authorisation code is keyed into the terminal. Press enter when complete.



The terminal will show the Approved message indicating the transaction has been accepted and then print the Merchant's receipt.



Tear off the customer copy and pass the receipt and card back to the cardholder.

The terminal will go back to the main menu.

## 1.14 Hotel Mode

Your terminal can be configured in Hotel mode. If so you will be able to perform Pre-Authorisation and Completion transactions as well as the standard Sale and Refund transactions. Pre-Authorisation is designed for use with customers at check in and Completion is used when the customer is checking out. For the Completion transaction you will need a Host/Reference number which will have been printed on the Pre-Authorisation receipt.

For the completion transaction the terminal will go online to obtain the authorisation code from the Pre-Auth which will have been previously completed. If the Completion amount is different to that of the Pre-Authorisation then it is likely that the terminal will obtain a further authorisation.

Please note that a Completion transaction does not have to be carried out on the same terminal that processed the Pre-Authorisation, of course the assumption here is that the terminals are operating under the same account and will have the same Merchant ID configured. The Elavon system stores this information per merchant account and not per terminal record enabling processing flexibility for the customer at the point of sale.

VeriFone strongly advise that all customers processing transactions in Hotel mode read and digest the information regarding this matter contained in the Elavon merchant pack.

### 1.14A Pre-Authorisation

This transaction is used to determine that the cardholder has sufficient funds to cover the duration of their stay. You should estimate the likely transaction amount based on duration of the cardholder's stay. The transaction flow is given below.



Note that if the terminal is in hotel mode, the main menu options include the Pre-auth and Completing options.

Select Pre-Authorisation.



Enter the card details, as appropriate, either by:

- Inserting the chip card in the reader with the chip facing upwards
- Swiping the card with the magnetic stripe facing inwards
- Key entering the card details



The card details are shown at the top of the display.

You should now enter the transaction amount and press the ENTER key.



If the card supports DCC, the terminal will offer DCC as shown. In the example, the card used was a Danish Krone card. Note that the exchange rate is shown on the top-line.

Select the appropriate F button for the local currency or the foreign currency. Alternatively press **F3** to print out a summary receipt.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy and press ENTER. If the transaction was done in domestic currency, a customer receipt will not be printed. If however, DCC was selected, a customer receipt will be printed containing the required declarations.

The customer copy will then be printed. Again, you will see the following animation.

The terminal will go back to the main menu.



Note that pre-authorisations do not have any impact on the terminal's totals.

## 1.14B Completion

This transaction is used to capture the final transaction amount when the cardholder checks out. The transaction flow is given below.



Note that the terminal is in hotel mode, the main menu options include the Pre-auth and Completing options.

Select Completion.



Enter the card details, as appropriate, either by:

- Inserting the chip card in the reader with the chip facing upwards
- Swiping the card with the magnetic stripe facing inwards
- Key entering the card details



The card details are shown at the top of the display.

You should now enter the transaction amount and press the ENTER key.



You should enter the Host Reference Number which was printed on the Pre-Authorisation receipt.



If the card supports DCC, the terminal will offer DCC as shown. In the example, the card used was a Danish Krone card. Note that the exchange rate is shown on the top-line.

Select the appropriate F button for the local currency or the foreign currency. Alternatively press **F3** to print out a summary receipt.





The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy and press ENTER.



The customer copy will then be printed. Again, you will see the following animation.

The terminal will go back to the main menu.



## 1.15 Restaurant Mode

If your terminal is configured for use for the restaurant environment there will be certain changes to the way it's operated. There will be a prompt to add a Gratuity per transaction and a facility to add Servers.

The Servers option allows each waiter to have a specific log in id which then allocates all transactions to this waiters account. This enables the tracking of transactions processed per waiter. Every Sale will require the input of this server number and the user will only be able to recall and review the transactions allocated to their account.

Each waiter will therefore be required to log into the terminal using their id at the beginning of every working shift, this can be done as follows;

### 1.15A Adding Servers



With the terminal configured for restaurant mode you will have a Server option on the front screen. Please select the F button on the right hand side of the terminal next to this option.



Select the F1 button for Add New.



Enter in the Server id that you require. Please note that you can only use a number between 1 – 99.



You can now enter the Server's name if you wish. If a number is sufficient press enter and the Server id will be added. If you would like to add the Server's name please read the following step on how to do this.



To enter letters on the terminal you will need to select the number with the appropriate letter on it. For example A, B, and C are on the 2 button. To select the letter A press the 2 button and then press the Alpha button once and you will see the 2 on the screen change to an A. If a B was required you would need to press the Alpha button twice and so on.

As the example opposite depicts the Server name as Andy you would need to press 2, Alpha, 6, Alpha, Alpha, 3, Alpha, 9, Alpha, Alpha, Alpha.

If you make a mistake please use the yellow clear button to delete the entry.

Once you have the correct name on the screen press Enter. The terminal screen will briefly flash Server Added and then return to the Sales screen. You have added your server.

## 1.15B Sale with Gratuity



Select the Sale option. Insert, Swipe or Key the card details.



The terminal is now requesting the Server id to be entered. Key this in and press enter. Remember if this option is not configured you will not see this option.



Now key in the table number and press enter. Please remember this is an optional configuration so you may not see this option.



Key in the Sale amount for the transaction and press enter.



The terminal now displays the base amount of the transactions which you will have entered in the previous step and now requests you to enter the Tip amount. Key this in and press enter.



The total amount is now shown with the tip amount displayed underneath. Please check these are both correct and press F2 to proceed. If you select F4 for incorrect the terminal will go back to the previous step and request that you re-enter the tip amount.



The terminal will contact the Elavon host to obtain authorisation for the transaction.

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.



The transaction outcome is shown briefly and the merchant transaction receipt is then printed. You will see this animation as the terminal prints the merchant copy.



Tear off the merchant copy and press ENTER.

The customer copy will then be printed. Again, you will see the following animation.

The terminal will go back to the main menu.



## 1.15C Recalling Transactions for Tipping

It is possible to recall transactions at a later date. This enables the user to add the tip at a more convenient time i.e. the end of the shift or at a quieter moment. The process is similar to the 1.12B except the Sale process has already been completed.



Select the Tip option. Insert, Swipe or Key the card details.



The terminal will now request you enter the Invoice Number from the receipt that you wish to add a tip to. Key this in and press enter. The terminal will then bring up the enter tip page described in the 1.15B section previously and the transaction will complete as described from that point.

## 1.16 End of Day Settlement

It is very important that at the end of each trading day all transactions are batched and sent to the bank. This process is completed via the End of Day procedure.

The terminal will contain information stored in its memory that the Elavon system will require. Without successful completion of this report you will be running a risk that not all your transactions will be processed. The procedure is especially important for terminals that are set up in Terminal mode. This means that all the transactions are stored in the terminal's memory. If your terminal is in Host mode only Force transactions and Referred transactions will be stored in the terminal's memory. **Regardless of the mode this process is very important and should always be completed.**

Please note that any reporting that you need to do should be completed before an End of Day is done otherwise there will be no data available for the terminal to run these reports from.

### 1.16A End of Day Procedure



Select the Batch option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please select F1 for End of Day.



Enter the user password of 1234 and press enter.



The terminal now shows the amount for the total sales. Please press F2 for Yes.



The terminal will contact the Elavon host to exchange all the data in this batch

The top line of the display will indicate when the terminal is connecting to, sending data to or receiving data from the host.

When this process has finished the terminal will print it's End Of Day report. You will see a message on every report beginning 'GBOK.....'. If there are numbers after GBOK this will indicate a successful settlement, however if you see 'RB.....' this will indicate an unsuccessful settlement and you will need to contact Elavon for help in resolving the issues.

## 1.16B Reviewing Totals



Select the Batch option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please select F2 for Totals.



You will now see various totals on the screen detailing the various types of transactions your terminal has processed. These will be listed via card type, to view each one you will need to scroll through the menu options pressing the function buttons underneath the relevant arrows on the screen. When you have completed your checks please press the red Cancel button and the terminal will return to its main screen.

## 1.16C Reviewing Individual Transactions




Select the Batch option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please select F4 for Review and key in 1234 and press enter.

Please not at this point you can also select F5 for the Find option if you know the invoice number of the receipt you want to see. Once you have keyed in this number the details for this transaction will appear on screen.



The terminal will now display the details of the transactions processed. You can scroll through these as per the Viewing Totals, in the previous section, by using the buttons below the arrows on the screen . When finished please press the red Cancel button to return to the main screen.



## 1.17 Reporting

There are various reports that your terminal supports. The following instructions will show you how to run these reports and will describe the information they give you.

Please note that all these reports are generated offline, there is no communication with the Elavon system. Therefore these reports can be run as often as you like but no physical banking of any transaction data actually takes place.

### 1.17A Audit Report



Select the Reports option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please key in 1234 and press enter.



Select F1 for Audit. The terminal will now print the report.

Under the heading of Detailed Transaction Report you will now see all the transactions in the terminal's memory being re-printed. Please note that this report can be very long in length if there are many transactions in the batch.

## 1.17B Summary Report



Select the Reports option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please key in 1234 and press enter.



Select F2 for summary report. The terminal will now print the report.

The terminal will now print its Summary report. This details the totals of the transactions and is divided by the card type and the card issuer. This report will tell you how many transactions you have processed and what the cumulative total is for each card type.

There will also be additional information relating to the different types of transactions you have done, e.g. how many refunds, how many Sales and so on.

If you have Direct Currency Conversion enabled the report will list the totals detailing each currency and the total sales by currency.

## 1.17C Receipt Reprinting



Select the Reports option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please key in 1234 and press enter.



Select F3 for Reprint.



To reprint the receipt for the last transaction printed select F1.

If you need to reprint any other receipt select F2 and key in the Invoice number from the corresponding transaction.

## 1.17D Servers Reporting

This section applies to terminals with Restaurant mode configured. It enables the user to run reports that detail the transactions processed by each Server.



Select the Reports option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please key in 1234 and press enter.



Select F4 for Server.



There are now three reports that can be run.

1. The Detail report will list the transaction amounts individually and show the tip amounts per servers. This enables each server to see what transaction types they have processed and what tips have been attached to these transactions.
2. The Summary report. This will list the same information as the Detail report without the individual transaction information.
3. The Servers report lists the servers that are currently logged on showing number and name.

## 1.17E Foreign Exchange Reports

This report only applies to terminals that are configured for DCC transactions.



Select the Reports option. Depending on the configuration of your terminal this maybe on the front screen or you may have to scroll down through the menu by pressing the second from left purple function button.



Please key in 1234 and press enter.



Press the second from left purple function button and Forex will appear on the menu. Select F2.

The terminal now produces a report that details all the foreign currencies that are stored within your terminal and the exchange rates that are currently being used when the DCC option is requested.

## 1.18 Troubleshooting

### General Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to assist the user. If the problem persists after you have followed the guidelines or if the problem does not appear to be covered by these guidelines, call the Helpdesk.

#### Blank Display

When the terminal LCD screen does not show correct or clear readable information:

- Check the terminal battery level. Ensure it is not empty, if so please charge it.

#### Printer Does Not Print

If the printer does not work properly:

- The internal thermal printer receives power directly from the terminal. The green power-on indicator light must be ON.
- Check to make sure the paper roll cover is properly latched.
- If the green power-on indicator is blinking or the light is red this is an indication there is a problem. Open the paper roll cover and install a new roll of printer paper.
- If the problem persists, call your Helpdesk.

#### Printer Paper Jam

If paper jams inside the printer:

- Press the latch underneath the terminal to open the paper roll cover.
- Remove the damaged paper from the paper roll and clear the feed mechanism.
- Re-install the roll of printer paper, as described in Changing the Paper Roll.
- Check the paper loading instructions on the Installation guide.
- If the problem persists, contact the Helpdesk.

#### Keypad Does Not Respond

If the keypad does not respond properly:

- Check the LCD screen. If it displays the wrong character or nothing at all when you press a key, reboot the terminal.
- If pressing a function key does not perform the expected action, refer to the usual transactions section of this Manual to ensure that you are entering the data for that application correctly.
- Has the keypad had any spillages recently, and are the keys sticking at all? If so please try cleaning the keypad with a damp cloth as this could help.
- If the problem persists, call your Helpdesk

## Vx 670 GPRS Communication Problems

The Vx 670 Mobile terminal communicates over the GPRS network using the same networks as a mobile phone.

**Signal Gauge.** In the bottom left hand side of the terminal display there is a signal gauge which shows the strength of the signal. If this is on 1 or 2 bars it is possible that the terminal will have problems trying to transact. If possible move to an area where the signal is stronger.

**Transactions on the Move.** If you use the terminal while on the move it is possible that you can loose connection with the GPRS network and the transaction will have difficulties in completing as a result.

**Enclosed Spaces.** If you use the terminal in enclosed spaces such as basements, office complexes etc you may experience difficulty in obtaining a GPRS connection and processing transactions. The strength of the GPRS signal in such environments can be limited. Try to ascertain these problem areas and not use the terminal here.

## Vx 670 Gprs Battery Information

The Lithium Ion Battery used to power the Vx-670 terminal is not sent out fully charged. Please charge this battery for 3 hours prior to use. Whenever the terminal is not in use it is advisable that the power lead is connected so the battery is re-charged whenever possible.

**Life.** With the battery fully charged the terminal can complete approx. 200 simultaneous transactions subject to network signal strength and condition of the battery pack. Note that if the terminal is in an idle state battery power is still required.

**Power Save.** If the terminal is not used for a certain period of time the software will put the terminal into a Power Save mode to conserve battery energy. The terminal can be re-activated by pressing the Enter key twice.

**Car Charger.** If you use the terminal in a car or it can be based in a car, Car Chargers are available. These can be purchased from VeriFone.

**Extra Battery.** If you find that the terminal is being used at Conferences, Shows etc where there is little or no access to a power source it is worth considering purchasing an extra battery.

## Vx-670 Wi-Fi

If you experience any Communication issues or have any Wi-Fi Network related issues you should direct your enquiries to the VeriFone partner providing this support. These details will have been made available during the installation of the Wi-Fi Router and/or Access Point. Alternatively please call the VeriFone support desk and your call will be directed accordingly.

If you are experiencing any terminal related or transactional problems please contact the relevant helpdesks.

### Vx 670 Bluetooth – Communication Issues

The most common issue with any Bluetooth terminal will relate to communications breakdown. Remember that the positioning of the base station is critical. The installation instructions will have informed you of the optimum positioning for this. Check that the initial set up of the Bluetooth receiver model has not moved, remember it needs to be up high and in full view of the area it is operating in. Also remember that the module uses a telephone line to authorise, any other device on this line in use will stop successful communications.

Busy establishments full of people, structural objects or anything else that obstructs the clear line of site between the terminal and the Bluetooth receiver will cause communications breakdown.











# Helpdesk Number



Enter Merchant ID for future reference

